

Performance

Total aviation movements	Nov 24	Dec 24	Jan 25	Total
2024/25	2,246	1,441	2,045	5,732
2023/24	2,639	1,616	2,568	6,823
Commercial mvt 2024/25	231	267	203	701
Commercial mvt 2023/24	215	205	210	630
Passengers 2024/25	13,131	15,846	11,156	40,133
Passengers 2023/24	11,249	13,841	11,034	36,124

CEO update

I am proud to be leading the team at London Southend Airport. This is a business rich with history, alongside ongoing economic and environmental responsibilities within the local community. Having joined in December, I bring over 25 years commercial aviation experience with companies such as British Airways, Swissport, Bain and International Airlines Group; with roles across Ground Handling, Cargo, Aircraft Operations and Customer Experience. London Southend is a key asset to east London, Essex, Southend City and the wider East Anglia region, and I look forward to providing leadership to the airport's highly skilled team. I am currently meeting key stakeholders, including David Burton-Sampson (MP for Southend West & Leigh), Bayo Alaba (MP for Southend East and Rochford), and Colin Ansell (CEO SCC).

I'd like to extend my thanks to Marc Taylor, who has provided outstanding leadership for the airport over the past six months and becomes our Managing Director for Operations, having been an integral part of the airport's operational team since 1998.

Sarah Martin has also joined the airport team as our first Trade and Events Manager. Sarah has over 20 years of travel industry experience and will be organising and hosting travel industry events to promote destinations on offer from London Southend.

London Southend celebrated its first ever package flight to Lapland with 214 passengers boarding the flight to Ivalo Airport. Santa's Lapland packages for December 2025 are already on sale, departing London Southend Airport on Sunday, December 21, 2025.

Winter 2024/25 routes also included Amsterdam, Paris, Alicante and Geneva. Passenger numbers for November to January 2025 total 40,133 with load factors at 78%. Passenger numbers are consistent with the same period last year.

The airport is busy preparing for an increase in commercial operations from April following the return of a three-aircraft (A320Neo) easyJet base. Passengers can book holidays across Europe and North Africa with flights to Pisa, Marrakech, Malta, Reus and Almeria in Spain, Gran Canaria,

Tenerife, Alicante, Palma de Mallorca, Malaga, Amsterdam, Paris, Antalya and Dalaman in Turkey and Enfidha in Tunisia.

In addition, on 13th January, London Southend Airport announced daily flights to Newquay, Cornwall with a brand-new airline partner, Eastern Airways, commencing 3 April with fares starting from £59.99 one-way. The sought-after route adds a domestic service for customers across Essex, London and East Anglia, becoming a **milestone twentieth** holiday destination from London Southend.

Alongside the Business Development team, I will be attending the Connect Event in early February where we have over 20 meetings with airlines. The team are also preparing for Routes Europe which takes place in Seville in April. While there, they will have a London Southend Airport stand and arrange meetings with key airlines, airports and tourism boards to both build new business and ensure the success of current routes.

On Sunday 26th January, the airport hosted its second-ever consumer travel show at the airport's Holiday Inn hotel. The event, which was organised by the airport along with East of England Co-op Travel and welcomed over 300 visitors, who had access to discounted holiday offers. Exhibitors included Balkan Holidays, Co-op Holidays, Crystal Ski Holidays, Disney Holidays, East of England Co-op, easyJet holidays, Holiday Inn, Iberostar, Palladium Hotels, Santa's Lapland, Spring Hotels, Typically Holidays, Visit Malta and Visit Portugal.

Employment

Local employment is important to us. Over 400 applications were received following our Recruitment Day held on 13th November. We expect to increase colleague numbers by 131 to 387 by the end of March as our business grows. A further recruitment event for Food and Beverage roles was held Monday 27th January which saw a further 100+ applications from local people interested in working in our terminal restaurant and cafes.

There are currently 25 different roles on offer on the LSA website including Ramp Agents, Food & Beverage roles, Operations, Passenger Experience Assistants, Security, Air Traffic Control (ATC) and Technical Services.

The easyJet three-aircraft base is expected to create a further 130-150 jobs at London Southend for pilots and crew and support many more indirect jobs.

87% of airport colleagues currently live in an SS postcode area.

S106 Operational Review

Further feedback and comments on the revised plans were received from SCC on 7th January. The airport team is now considering the feedback ahead of arranging a meeting with SCC to agree the final edits.

Minor comments from ECC 31st January. Awaiting comments from RDC.

Community Relations

- Total volunteering hours donated by LSA colleagues so far this year = 225 hours
- LSA once again supported its charity partner SECE Mind and their annual Mental Elf event in December, which raised over £5,000 for mental health services.
- The airport is supporting national 'Time to Talk' day on 6th February by displaying bench banners in the terminal and rail station, encouraging people to talk about mental health.

- 15 students from St Thomas Moore High School aviation society visited the ATC control tower in December and were shown the VCR, Radar room and simulator equipment.
- Over 50 cabin crew, aviation, level 2 travel and level 3 travel students from Thurrock/South Essex colleges visited the airport in November. Colleagues from around the business spoke to students about their careers in aviation.
- In January, cadets (aged 11-16) from 2187 Squadron Canvey Island were given a tour of the ATC tower by our Head of Air Traffic Nicole Park.
- Colleagues from our People team visited the South Essex College to attend a mock Interviews event. Students were given help and advice to prepare them for interview processes when they finish education.
- The airport will continue to sponsor and support local events and good causes in 2025. Confirmed sponsorships for 2025:
 - Essex Cricket Club
 - World Cup-on-Sea charity Football match at SUFC
 - LSA v RunFree charity Football match at SUFC
 - Strictly Air Ambulance – Essex & Hert Air Ambulance
 - Havens Hospice - Southend half marathon
 - Rochford Parish Council – Festive lights
 - SECE Mind – Mental Elf run
- LSA colleagues will be back at Roots Hall this May for our annual charity football match against Run Free FC.
- A member of the LSA Fire team will be running the London Marathon 2025 to raise money for our charity partner [SECE Mind](#).
- LSA has liaised with a member of its PRM Committee to arrange an 'Autism Reality Event' for 24 passenger facing colleagues in March 2025.

R4 Noise Action Plan

Progress of the [R4 Noise Action Plan](#) targets/commitments will be regularly monitored by the LSACNF. The ACC will be provided an annual progress update for audit purposes.

The Civil Aviation Authority (CAA) in the UK has commissioned AtkinsRealis to design a robust methodology for the review of Noise Action Plans (NAPs) and to conduct the study at ten selected airports. London Southend Airport has been selected as one of the ten airports to be included in the study. The review will consist of evaluating the process for developing and implementing Noise Action Plans, their effectiveness as a noise management tool, and the clarity of guidance prepared to support airport operators with the development of their Noise Action Plans. Alongside the review of the Noise Action Plans, the CAA are seeking feedback from airports on their experiences with Noise Action Plans. London Southend Airport has submitted a response to the survey.

Night movements

Over the 3-month Q4 period there were a total of 8 night flights of which 1 was a delayed passenger flight. All night movements for the quarter period remained within the agreed monthly quota i.e., 120. Just 2 of the 8 night flights operated over Leigh on Sea and did not follow the preferred runway due to wind/weather conditions.

Noise

The total number of noise complaints for the Q4 period Nov – Jan 2025 was 37, of which 12 related to night-time operations.

The 38 noise complaints were generated from 34 airport operations (events) over the three-month period.

	Total ATMs	B727 Departures (QC4) ATMs	Total Complaints	NOT SEN	Total complaints	Events	Night complaints	Day complaints
Nov 24	1989	0	20	1	19	17	9	10
Dec 24	1138	2	10	0	10	9	3	7
Jan 25	1816	0	8	0	8	8	0	8
	4,943	2	38	1	37	34	12	25

This data shows that less than 0.8% of aircraft movements during the Q4 period generated complaints. There were eight B727 departures in the Q4 period which generated just four complaints.

	Total complainants	Total complaints	Top 20 %	Top 20 =	Top 3 %	Top 3 =
Nov 24	6	19	100%	19	74%	14
Dec 24	4	10	100%	10	90%	9
Jan 25	2	8	100%	8	100%	8
		37		37		31

22 complaints related to aircraft operating to/from the SW over Leigh on Sea and 13 complaints related to aircraft operating to/from the NE over Rochford. (2 complaints related to helicopters, overhead aircraft which are not runway direction specific).

	No. of night flights over Leigh	Total Night complaints	Biz Jets	Delayed passenger	HM Coastguard/Military
Nov 24	1	9	7	2	0
Dec 24	1	3	3	0	0
Jan 25	0	0	0	0	0
	2	12	10	2	0

During the Q4 period, there were two night-flights to/from the SW over Leigh on Sea which did not follow the preferred runway for reasons permitted under the S106 exemptions.

All complaints for the Q4 period were investigated and the aircraft in question were fully investigated.

There were three non-compliant flights during the Q4 period i.e., turned early and broke NPR controls. One of the non-compliant flights is still under investigation as pilots have stated 'wind shear' as the cause. Therefore, one may be excused due to weather conditions.

There were no complaints received in relation to the NPR breaches. Please see quarterly 106 return for NPR breaches for details.

Mobile Noise Monitoring Requests

No requests for the Mobile Noise Monitor (MNT) were received during the Nov – Jan 2025 reporting quarter.

Noise Forum

The latest Community Noise Forum (CNF) meeting was held 12th November and led by the Chair Mike Thwaites.

The revised [ToR](#) and minutes of previous meetings are published on the LSA website under [Noise Management - London Southend Airport](#)

Main topics for discussion remain light aircraft activities and building membership.

ACC members are encouraged to direct any local community groups to the LSA website for more information on how to apply for membership to the noise forum.

Environment

Initial Surface Water Drainage surveys have now been completed allowing a comprehensive water quality monitoring programme to commence. The initiative will inform London Southend Airport's future surface water drainage strategy and also complies with Regulation 61 issued by the Environmental Agency for UK Airports to monitor for PFAS.

London Southend Airport has upgraded internal lighting in the Passenger Terminal and administrative office buildings; we will also upgrade car park lighting and the High Mast Lighting (Stands 1-10) with LED in March.

Approximately 25% of the airport's energy usage is currently produced by renewable sources generated onsite from our solar farm.

Jude Winstanley

Chief Executive Officer